



CDSS

CALIFORNIA
DEPARTMENT OF
SOCIAL SERVICES

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

NOTICE OF TESTING

October 3, 2005

EXAM TITLE: PROGRAM TECHNICIAN II

EXAM BASE: OPEN - STATEWIDE

FINAL FILING DATE: OCTOBER 7, 2005

This is to announce that the California Department of Social Services (CDSS) is partnering with the California Department of Health Services in the administration of the open exam for the Program Technician II. If you are interested in competing in this examination you must submit a completed application by the final filing date of **October 7, 2005**, per instructions on the attached Program Technician II bulletin. If you are on the current Program Technician II list with CDSS and would like to continue eligibility in this classification, you will need to re-apply and qualify in this new examination. Once the open Program Technician II list is established, the promotional Program Technician II list with CDSS will be abolished.

Note: If you have already reviewed this bulletin and have submitted an application, please do not send in another application. CDSS will not be administering a promotional Program Technician II examination this year.

If you have any questions about this Notice of Testing please call (916) 657-1762.



The Department of
**Community Services &
Development**



ANNOUNCEMENT FOR OPEN TESTING PROGRAM TECHNICIAN II

Final Filing Date: **October 7, 2005**
Bulletin Release Date: September 9, 2005
Written Test Date: November 12, 2005



CZ82 -9928 5HA7602

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, gender, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY: Persons who meet the minimum qualifications (entrance requirements) as stated on this announcement may take this examination, which is competitive.

HOW TO APPLY: To learn more about the examination and testing arrangements, contact the testing office shown below. Applications are available through the [Internet](#) and at the department noted on this announcement. Applications may be filed in person or by mail with:

	DEPARTMENT OF HEALTH SERVICES	(916) 552-8339
	SELECTION UNIT	
In Person:	1501 Capitol Avenue, Suite 1501	
By Mail:	MS 1300-1302	
	P.O. BOX 997411	
	Sacramento, CA 95899-7411	

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

FINAL FILING DATE: Applications (Form STD. 678) must be submitted by **October 7, 2005**, the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing deadline will not be accepted.

SPECIAL TESTING INFORMATION: If you have a disability that requires accommodation, mark the appropriate box on the application Form STD. 678. You will be contacted to make specific arrangements.

WRITTEN TEST DATE: November 12, 2005. Written tests will be scheduled in such locations throughout the State as the number of candidates and conditions warrant. It is the candidate's responsibility to contact the Department of Health Services three days prior to the written test date if he/she has not received his/her notice.

SALARY RANGES: \$2465 - \$2998 per month.

IDENTIFICATION REQUIREMENT: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

POSITION DESCRIPTION: The Program Technician II is the journey level for this series for the more difficult program specialist work. Under general supervision, incumbents either: (1) review and/or process detailed and technical forms, files, etc., associated with multiple departmental programs or program areas; (2) review and/or process forms, files, etc., associated with a departmental program which requires especially detailed knowledge of the program so that difficult calculations can be made and/or processing can be done in cases where guidelines are not clear; (3) provide sensitive and detailed program information and/or direction to the public, employees, other public jurisdictions, or clients as a significant part of their duties; or (4) any combination of the above. Work is subject to occasional review.

Positions exist statewide with the Department of Health Services, Department of Developmental Services, Department of Community Services and Development, Department of Social Services and Emergency Medical Services Authority.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION: It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement by **November 12, 2005**, the written test date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

NOTE: Applications/resumes **must** include “to” and “from” dates (month/day/year), time base, civil service class title(s), and range (if applicable) for all work experience. College course information **must** include title, number of semester or quarter units, name of institution, completion dates, and degree (if applicable).

Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS: Qualifying experience may be combined on a proportionate basis if the following requirements include more than one pattern and are distinguished as either I, or II, or III, etc.

Either I

In the California state service, either (a) 18 months of experience performing duties equivalent in level of responsibility to the class of Program Technician; or (b) 24 months of experience performing duties equivalent in level of responsibility to the class of Office Assistant. (Applicants who have completed all but six months of service performing the duties, as specified above, will be admitted to the examination, but they must complete the total required months of this experience before they can be eligible for appointment.)

Or II

Two years of experience in a governmental or private agency performing duties with program responsibilities equivalent in level to those of the departmental program in the State of California for which the examination is being administered. (Experience applied toward this requirement must include at least 18 months in a position equivalent in level of responsibility to the California state civil service class of Program Technician.)

GENERAL QUALIFICATIONS: In addition to the scope defined on this announcement, candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required.

EXAMINATION INFORMATION: The examination will consist of a written test weighted 100%. Candidates who meet the requirements for admittance to the examination (minimum qualifications) will be scheduled to take a written test. Competitors who do not appear for the written test will be disqualified and eliminated from the examination process.

The Department of Health Services reserves the right to revise the examination plan to better meet the needs of the service if circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified.

WRITTEN TEST SCOPE: Emphasis will be placed on evaluating depth and breadth, relative to job demands, of each competitor's knowledge, skills, and abilities in the following competencies:

Knowledge of:

1. Modern office methods, equipment, and procedures.
2. Appropriate laws, rules, regulations, and policies of the State of California governing the specified program.

Ability to:

1. Perform clerical and technical work.
2. Evaluate situations accurately and take appropriate action.
3. Learn and apply laws and regulations.
4. Make arithmetic calculations with speed and accuracy.
5. Communicate effectively at a level required for successful job performance.
6. Meet and deal tactfully with the public.

ELIGIBLE LIST INFORMATION: Possession of the entrance requirements does not assure a place on the eligible list. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. A departmental open list will be established for use by the department(s) listed on this announcement. The list will expire 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first.

VETERANS PREFERENCE: Veterans preference credits will be granted in this examination since it does qualify as an entrance examination. [California law](#) limits granting of veterans preference credits to entrance examinations. Directions for applying for veterans' preference credits are provided on the Veterans Preference Application form, which is available from the State Personnel Board or the department shown on this announcement.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD device.

The California Relay (Telephone) Service for the deaf or hearing impaired:

MCI from TDD: 1-800-735-2929 MCI from voice telephone: 1-800-735-2922

Sprint from TDD: 1-888-877-5378 Sprint from voice telephone: 1-888-877-5379